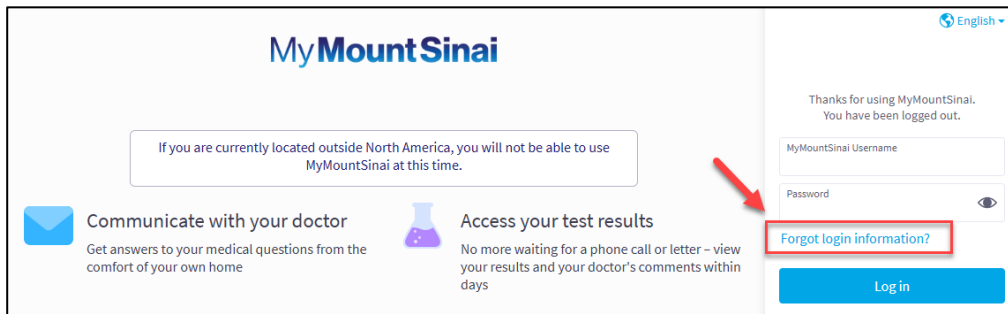


Password Recovery

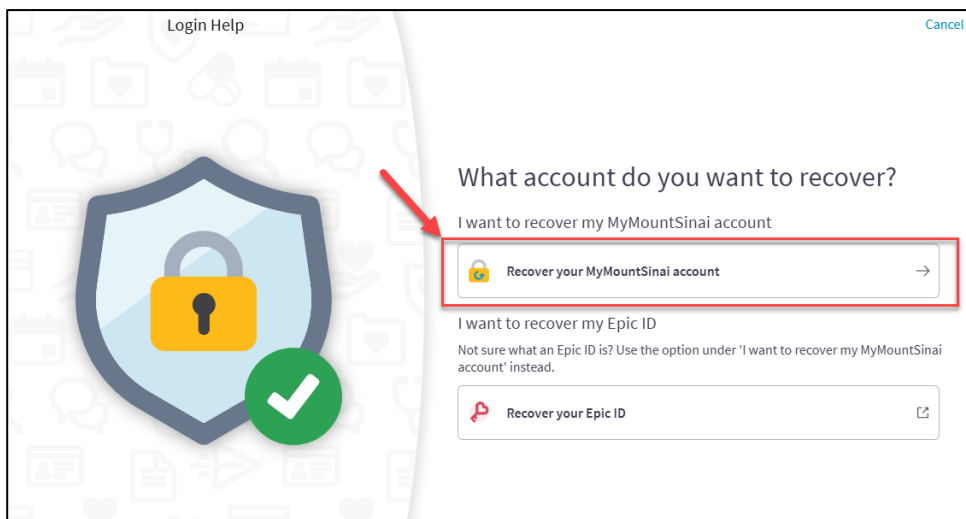
MyMountSinai users can now use CLEAR for account recovery/password reset along with recovery via email/phone.

1. On the main login page click **Forgot login information?**

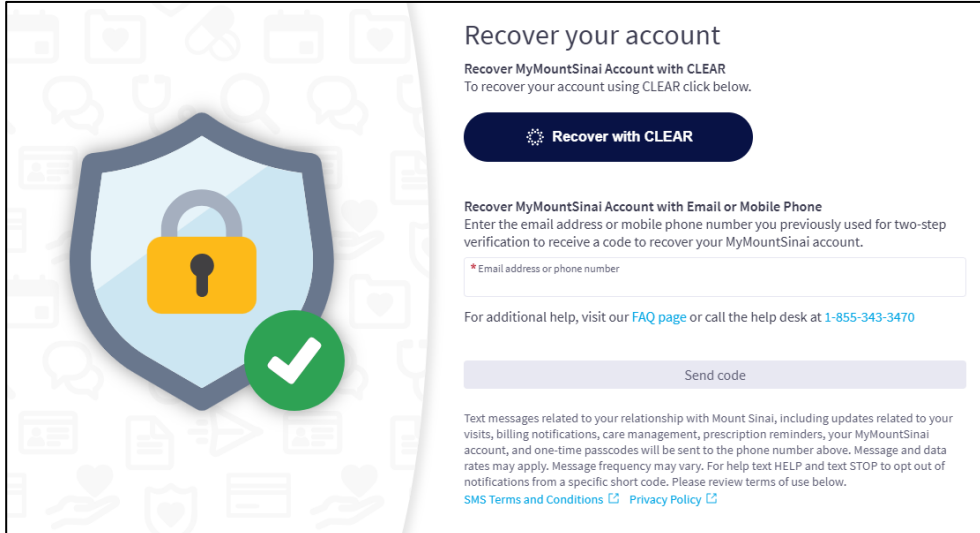


2. Select **Recover your MyMountSinai account**

To reset your password for your MyMountSinai account select Recover your MyMountSinai account. Recover your Epic ID is used to recover your MyChart Central account.



- Choose whether to recover your account with CLEAR or with Email/Mobile Phone. CLEAR is an identity verification company that provides a more secure method for you to reset your password by verifying your identity with a government issued ID.



Recover your account

Recover MyMountSinai Account with CLEAR
To recover your account using CLEAR click below.

Recover with CLEAR

Recover MyMountSinai Account with Email or Mobile Phone
Enter the email address or mobile phone number you previously used for two-step verification to receive a code to recover your MyMountSinai account.

* Email address or phone number

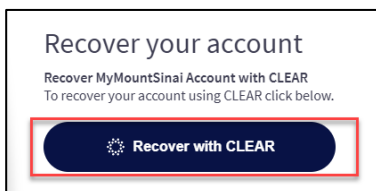
For additional help, visit our [FAQ page](#) or call the help desk at 1-855-343-3470

Send code

Text messages related to your relationship with Mount Sinai, including updates related to your visits, billing notifications, care management, prescription reminders, your MyMountSinai account, and one-time passcodes will be sent to the phone number above. Message and data rates may apply. Message frequency may vary. For help text HELP and text STOP to opt out of notifications from a specific short code. Please review terms of use below.
[SMS Terms and Conditions](#) [Privacy Policy](#)

- To use CLEAR click “Recover with CLEAR”

You can create a free CLEAR account in minutes. You will be asked to add a government issued I.D. and snap a quick photo to verify your identity. CLEAR will use your biometric information to verify your identity in accordance with CLEAR’s Member Terms and Privacy Policy. Before collecting your government ID and selfie, CLEAR will ask for your consent to collect and process your biometrics.



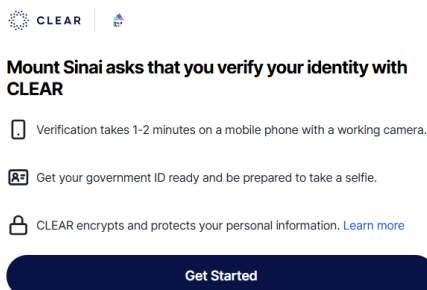
Recover your account

Recover MyMountSinai Account with CLEAR
To recover your account using CLEAR click below.

Recover with CLEAR

- Click “Get Started”

Follow the prompts to verify your identity with CLEAR



CLEAR

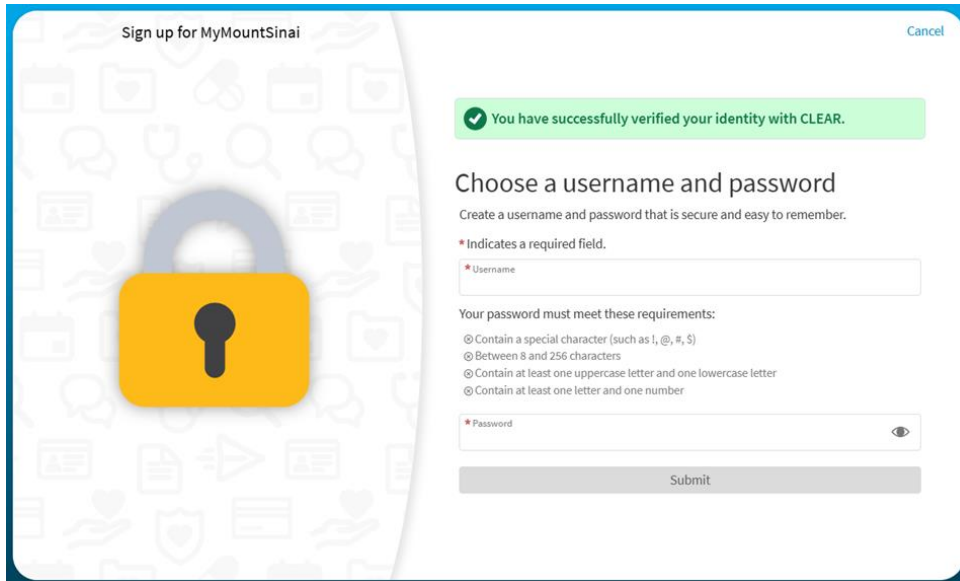
Mount Sinai asks that you verify your identity with CLEAR

- Verification takes 1-2 minutes on a mobile phone with a working camera.
- Get your government ID ready and be prepared to take a selfie.
- CLEAR encrypts and protects your personal information. [Learn more](#)

Get Started

6. Upon successful verification, enter your existing username (or select a new username) and enter your desired password.

Please note your password must meet the requirements below



Sign up for MyMountSinai Cancel

You have successfully verified your identity with CLEAR.

Choose a username and password

Create a username and password that is secure and easy to remember.

* Indicates a required field.

* Username

Your password must meet these requirements:

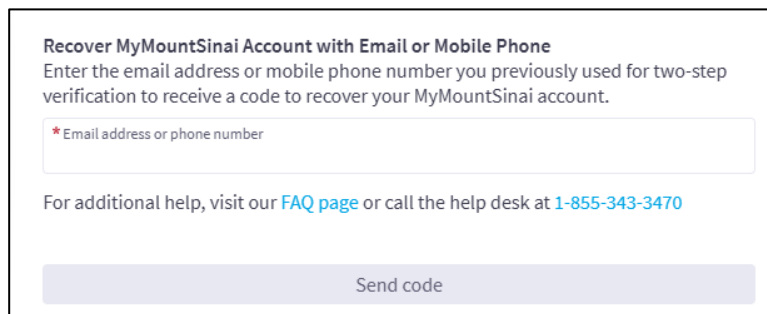
- Contain a special character (such as !, @, #, \$)
- Between 8 and 256 characters
- Contain at least one uppercase letter and one lowercase letter
- Contain at least one letter and one number

* Password

Submit

7. To recover with email/mobile phone, enter your email address or phone number in the box below.

Click send code



Recover MyMountSinai Account with Email or Mobile Phone

Enter the email address or mobile phone number you previously used for two-step verification to receive a code to recover your MyMountSinai account.

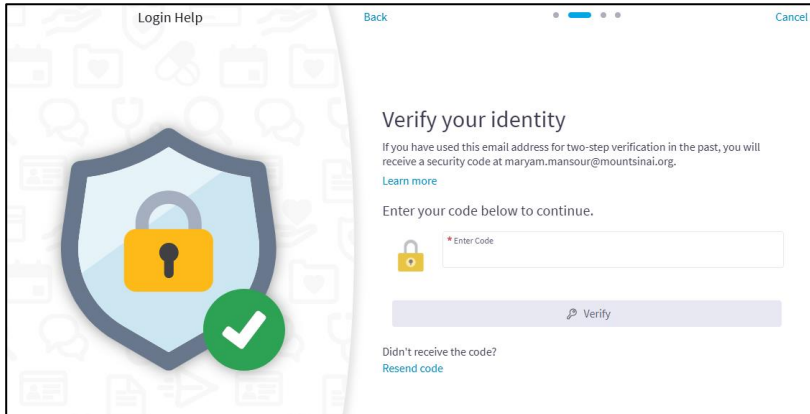
* Email address or phone number

For additional help, visit our [FAQ page](#) or call the help desk at **1-855-343-3470**

Send code

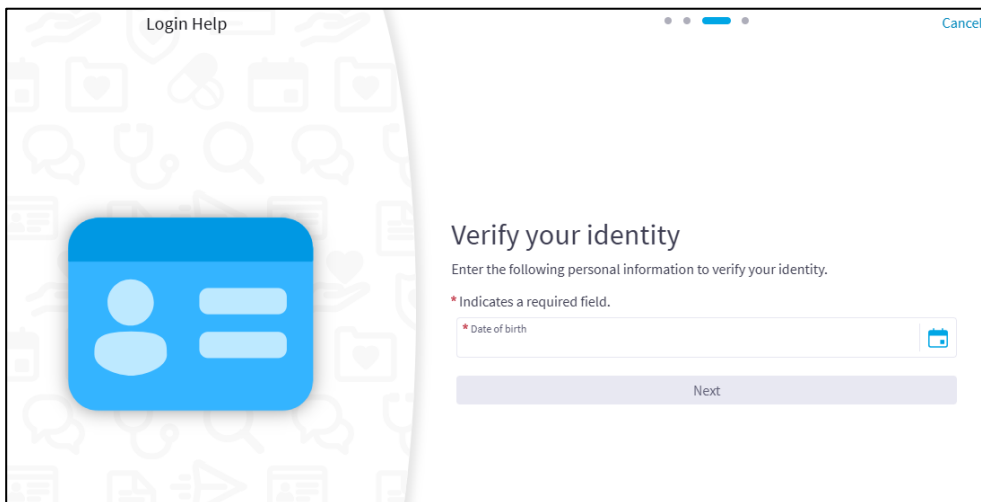
8. Retrieve the code and enter it in the box below, click verify

If you do not receive a code you will need to contact the MyMountSinai help desk at 1-855-343-3470, then press 0, to speak with an agent to help you regain access to your MyMountSinai account.



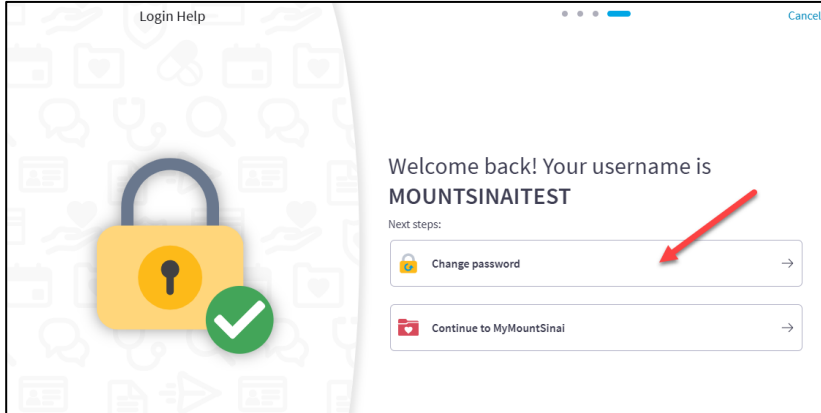
9. Upon successful verification of the code, you will be prompted to enter your Date of birth.

Enter your date of birth, click next



10. To update your password click Change Password

Otherwise you can click Continue to MyMountSinai to proceed to the portal. Note that if you do not remember your password, you will need to recover your password again next time you log in.



11. Enter a new password using the requirement guidelines

Click continue to save your password change and log on to MyMountSinai

